

**SENIOR CLERK**

**DEFINITION:**

Under general supervision, to perform first-line supervision over a unit of clerical employees within a major division or unit of a department; to perform a wide variety of complex or technical clerical work of more than average difficulty; and to perform related work as required.

**DISTINGUISHING CHARACTERISTICS:**

Senior Clerk positions are found in all county departments in all geographic areas. Positions are first-line supervisors in large clerical units, and perform the most difficult or technical clerical assignments requiring a thorough knowledge of a department's operating policy and procedures. Senior Clerks are typically responsible for developing and revising clerical procedures and for handling the most difficult public contact situations. This class differs from the next higher class, Supervising Clerk, in that the latter is a second-line supervisor, supervising through subordinate supervisors, with responsibility for more than one functional area or unit. This class differs from the Office Support Specialist class in that the latter is a class that performs the most difficult or technical clerical assignments for a group of professionals/administrators or lead on a unit of clerical employees, and does not supervise other clerical positions. This class differs from Intermediate Clerk, in that the latter is the journey-level clerical class and performs a variety of clerical and typing tasks of average difficulty.

**EXAMPLES OF DUTIES:**

Plans clerical operations and makes assignments and work schedules; supervises, trains, and evaluates the work of subordinates; maintains control files of matters in progress and expedites their completion; sets-up and maintains office files, records, and indices using computer applications that include use of electronic mail, word processing, spreadsheets, and special data bases; prepares and types complex correspondence, transcripts, and documents; develops or revises clerical procedures within a departmental unit; reviews a variety of forms and records for accuracy, completeness, and compliance with applicable statutes; posts information to records where judgment must be exercised in the selection of data; prepares special and periodic reports which involve compiling data from a number of sources; assembles and summarizes information and works out details of presentations; gives information to the public or interdepartmental representatives in situations where judgment and interpretation of departmental policies and regulations are required; and reviews incoming correspondence.

**MINIMUM QUALIFICATIONS:**

**Knowledge of:**

- County organization, policies and procedures.
- General office and record keeping procedures and practices.
- Indexing and filing rules systems including alphabetical, numerical, chronological, and subject.
- Standard typing layouts and formats.
- Business English including spelling, grammar, and punctuation.
- The operation and use of general office equipment.
- Principles and techniques of supervision.

**Skills and Abilities to:**

- Access and utilize data from a computerized record keeping system.
- Operate office equipment such as computers, display terminals, printers, fax machines, photocopiers, typewriters, collators, binders, calculators, and microfilm equipment.
- Review and monitor the work of subordinates.
- Read and interpret departmental policies and procedures.
- Effective communication in oral and written form.
- Type with accuracy.
- Proofread and review work for accuracy and completeness.
- Retrieve, store, and purge information in a wide variety of filing systems.
- Use electronic mail systems.
- Establish and maintain cooperative relations with those contacted during the course of work.

**EDUCATION/EXPERIENCE:**

Education, training, and/or experience, which would likely demonstrate the knowledge, skills and abilities stated above. Examples of qualifying education/experience are:

1. Two (2) years of experience as an Intermediate Clerk or an equivalent class in the County of San Diego; OR,
2. Two years journey-level clerical experience.

**SPECIAL NOTES, LICENSES, OR REQUIREMENTS:****Certification:**

An ORIGINAL, unaltered typing certificate (no photo copies) for at least 30 WPM with a maximum of 5 errors. The typing test must be for at least five minutes with two (2) gross words penalty for each error (in accordance with International Typing Contest Rules), and the certificate must be no more than two (2) years old. The certificate must state the gross words per minute attained and the number of errors.